



LEVEL 4 – Student Journal

You are required to complete a journal entry to capture the learning experience and knowledge you have acquiring during a particular lecture. You may choose from the following topics:

- Allergies and Intolerances and the importance within the industry
- Food Safety Fundamentals (The 4 C's)
- Ratings, Inspections and Reporting Procedures

Consider the appropriate lectures. What was the topic and what have you learnt? Provide a brief summary. What new skills / knowledge have you acquired? How will you apply your knowledge in the future? What are your personal reflections?

Student Name: Eshrat Choudhury	Module: BMIH4002
Student Number: 2017479	Lecturer: Kathryn Roberts

• Topic of choice: Ratings, Inspections and Reporting Procedures	Date Completed: 22/10/2021
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Rating, inspection and reporting procedures in the food industry are mostly focused on ISO regulations that are followed in the hotel management industry. Compliance training is the primary skill in the hotel industry's food management setup. In the reflection, I will list ISO regulations used in hotels and restaurants in the UK. For a high rating at the time of inspection, compliance with these standards requires a strict schedule and an excellent work ethic followed to the dot. It reminded me of my high school when we used to conduct chemical experiments. Every drop of the chemical would change the composition of the experiment result, and we were highly specific (Minazzi, 2010). That is the same as these procedures. For example, the quantity and specifications of the cleaning liquid will also have an impact. Every minor detail and specification must be followed, and these certification guidelines are updated every six months. That means the hotel manager, like myself, is expected to update the entire kitchen schedule and material according to the new guidelines every six months (Orlikowski, and Scott, 2014).

As a trained professional cook, I fall in the second level of competency in hotel management. I have been preparing for this job for years. My core focus has always been on developing food production and food service skill competencies that will meet the ISO as mentioned earlier regulations used in every



organisation. The second group of jobs can be divided into two categories: skilled and technical jobs (Torres, Adler, and Behnke, 2014).

The lecture was mainly focused on the ISO certifications for food inspection and reporting that are conventionally advised in the hotel industry. In terms of resource allocation, the project manager's major struggle is finding professionally certified professionals with proper ISO certification and training. Persons are certified by the Professional Evaluation and Certification Board (PECB), which evaluates and certifies professionals in numerous fields (Guillet, and Law, 2010).

Our discussion group concluded that the hotels and restaurants must know everything about their ingredients as a restaurateur. To avoid cross-contamination of cooking utensils and surfaces, a comprehensive training programme for the back of the house and the wait staff must be implemented, focusing on handwashing. For the preparation of this discussion, I studied the following ISO training materials (Guizzardi, Monti, and Ranieri, 2016). PECB offers ISO 22000 and Food Safety Trainings:

- ISO 22000 Introduction
- Certified ISO 22000 Lead Auditor
- Certified ISO 22000 Lead Implementer
- Certified ISO 22000 Foundation

Year-round, a substantial number of people suffer negative consequences because of the food they consume. Symptoms of food-borne infections include vomiting, diarrhoea, abdominal pain, and fever, to mention a few, after consuming infected foods (Abrate, Capriello, and Fraquelli, 2011). Nearly all diseases in affluent countries are directly or indirectly caused by one or more of these pathogens. Experts in the hospitality or food-and-beverage industry should know how to conduct effective quality assurance so that they can pass regular inspections and gain appropriate ratings.

The inspection and appropriate reporting require certain measures. Motel managers must instruct their cleaning staff to look for peanuts or other wrappers in trashcans in order to manage allergy issues (Djekic, et al., 2014). An aseptic wipe can be used to disinfect the area before the following customer checks in. Restrooms, exercise rooms, the pool, and other public spaces are all included. Housekeeping personnel should be educated on the dangers of pet dander, dust, and mould.

From the point of view of marketing, any health hazard reported against the hotel or restaurant will strongly negatively impact the reputation of the establishment. For this, the hazard analysis was conducted with the help of HACCP as it stands for hazard analysis critical control point and makes up the first two principles. Each principle is a proactive step forward, so if I work with food HACCP is happening at the hotel, it requires to me design a flowchart that indicates that whether the food hold biological hazard, chemical hazard or a physical hazard. Hotels' management styles and culture follow



strict guidelines and hence have a sense of universally followed protocols (Jung, Ineson, and Green, 2013). While learning these protocols, I realised that gaining a grip on the ISO certification was the key to success in any organisation. For this I utilise the key steps in my method of investigation which allow me to control a hazard. A hazard analysis goes through all the potential things that can go wrong in your process. A hazard analysis is looking for any chemical, physical, and/or biological hazards. To complete an analysis, ask the relevant questions and keep record for the evidence that the food and products the hotel handle are safe and secure. The measures I use to control the critical points include prevent, reduce and eliminate. As these rules and regulations are universally followed, the organisational culture can only be understood when these regulations are followed. The authority officers will allow me to take enough time to make changes unless there is any immediate risk to public health. Due to the fact that food inspection enforcement is essential for the sake of public health safety.

In conclusion, management and marketing are highly dependent on ISO regulations. Our lectures were elaborative on the core purpose and impact of the regulations on food safety and inspection related code of conduct (Vlachos, and Bogdanovic, 2013). The lectures and following discussions elaborated the need for more comprehensive training of the students as these regulations were expected to become the everyday life for the entire staff. The discussions also included personal reflections from our teachers, who shared anecdotes to help us understand these issues and their solutions.





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